

April 29, 1999

# US West directory assistance

#### Background

The WUTC has approved US West's request to charge what it wants for directory assistance (i.e., calls to information to retrieve phone numbers). The commission determined that US West's customers have other reasonable choices for directory-assistance service.

#### What are my other options for directory assistance services?

A sample chart of available directory assistance services is attached.

#### Does this mean my directory assistance rates will increase?

Not at this time. However, US West may raise directory assistance rates in the future. If so, it would give customers at least 30 days notice for the first rate increase. Subsequent rate changes would require 10 days notice.

## Does approval of US West's request allow the company to charge whatever it wants for other phone services?

No. The filing applies to US West's directory-assistance service only. The WUTC will continue to regulate the other phone rates and services, including local service, charged by US West.

#### Will I still receive one free directory-assistance call each month?

Yes. US West will not eliminate the free call to residential customers for directory assistance without asking permission from the WUTC. US West will also continue to provide free calls to customers who are physically unable to use the printed telephone directory and to customers making calls from hospitals. Business customers are charged for each directory-assistance call.

### Can I still ask the WUTC for help in resolving complaints about directory-assistance service?

Yes. While the WUTC no longer regulates the rates, customers who have a problem with service can still get help from the WUTC. That's true for directory-assistance service provided by all local and long distance companies, not just US West.



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All UTC publications are available in alternate formats. Call (360)664-1133.

### Does this ruling affect customers of other local phone companies, such as GTE, CenturyTel, or Sprint?

Not directly. Only US West has received pricing flexibility for directory assistance at this time. However, other local phone companies might ask for similar treatment now that the WUTC has granted US West's request.

### If my local telephone area has been expanded to include communities that were previously long-distance calls, how do I obtain a phone directory?

You may request a free telephone directory for areas that are included in your local-calling area by asking your local phone company. For example, Snoqualmie Pass residents should call CenturyTel to request a telephone directory for Bellevue. GTE customers in Blaine and Lynden would be able to ask the company for a phone directory of Bellingham residents, who they would be able to call toll-free beginning June 19.

### **Directory Assistance Chart**

COMPANY	CHARG	SERVICE	ACCESS	DETAILS
	E	OFFERED	NUMBER	
U S WEST	\$0.60	Local in-	411	one free call each month - 2
		state		numbers may be requested per call
	\$0.85	Nationwide	411	2 numbers may be requested per call
	φυ.ου	Nationwide	411	
	\$0.35	Call		
		Completion		
Ameritech	\$1.05	Local and	10-10-220-	
Communications		Nationwide	(area code)-	
International, Inc.	\$ 0.99	Localand	555-1212 10-10-288-00	Includes call completion
ΑΙάΙ	\$ 0.99	Local and Nation wide	10-10-200-00	Includes call completion
MCI	\$0.99	Local and	10-10-9000	Includes call completion - 2 numbers
		Nationwide		may be requested per call
10-10-220	\$0.99	Local and	10-10-220-	Includes call completion - 2 numbers
		Nationwide	(area code)- 555-1212	may be requested per call
10-10-321	\$0.99	Nationwide	10-10-321-	Includes call completion - 2 numbers
			(area code)-	may be requested per call
10-10-811	\$0.99	Local and	555-1212 10-10-811-	Includes call completion - 2 numbers
10-10-011	φ0.55	Nationwide	(area code)-	may be requested per call
			555-1212	linay so requestes per eam
National Telephone &	\$0.65	In-State	10-10-603-	2 numbers may be requested per
Communications, Inc.			(area code)-	call-pay whether or not number found
Dragologiad	1	D: 4	555-1212	D '1
	IANA	Lictorco	SONICO	Providore
Preselected	Long \$1.40	<b>Distance</b>	Service	Providers Includes call completion
AT&T	\$1.40	Local and	00 or (area	Providers Includes call completion
		Local and Nationwide Local and	00 or (area code)-555- 1212 (area code)-	
AT&T  Excel	\$1.40 \$1.15	Local and Nationwide Local and Nationwide	00 or (area code)-555- 1212 (area code)- 555-1212	Includes call completion
AT&T	\$1.40	Local and Nationwide Local and Nationwide Local and	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)-	Includes call completion  2 numbers may be requested per
AT&T  Excel  MCI	\$1.40 \$1.15 \$1.40	Local and Nationwide Local and Nationwide Local and Nationwide	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212	Includes call completion  2 numbers may be requested per call-pay whether or not number found
AT&T  Excel	\$1.40 \$1.15	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)-	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call
AT&T  Excel  MCI	\$1.40 \$1.15 \$1.40	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212	Includes call completion  2 numbers may be requested per call-pay whether or not number found
AT&T  Excel  MCI  Sprint	\$1.40 \$1.15 \$1.40 \$1.10	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)-	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call-pay whether or not number can be
AT&T  Excel  MCI  Sprint  Wireless Options	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)- 555-1212	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call - pay whether or not number can be found
AT&T  Excel  MCI  Sprint	\$1.40 \$1.15 \$1.40 \$1.10	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)-	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call - pay whether or not number can be found Includes airtime, 3 numbers and call
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)- 555-1212	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call pay whether or not number can be found  Includes airtime, 3 numbers and call completion
AT&T  Excel  MCI  Sprint  Wireless Options	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)- 555-1212	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call - pay whether or not number can be found Includes airtime, 3 numbers and call
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555- 1212 (area code)- 555-1212 (area code)- 555-1212 (area code)- 555-1212	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call pay whether or not number can be found  Includes airtime, 3 numbers and call completion
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75	Local and Nationwide Local and Nationwide Local and Nationwide Local and Nationwide Complete the Call Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 411	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call pay whether or not number can be found Includes airtime, 3 numbers and call completion Airtime and completion extra Includes airtime and call completion
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel  AT&T Wireless  Internet Options	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75 \$0.75	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-411 411 411 Access	Includes call completion  2 numbers may be requested per call-pay whether or not number found  2 numbers may be requested per call pay whether or not number can be found  Includes airtime, 3 numbers and call completion  Airtime and completion extra  Includes airtime and call completion  Details
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel  AT&T Wireless	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75 \$0.75	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-411 411 411 Access Any Internet	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call pay whether or not number can be found Includes airtime, 3 numbers and call completion Airtime and completion extra Includes airtime and call completion
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel  AT&T Wireless  Internet Options	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75 \$0.75	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 411 411 411 Access  Any Internet Service	Includes call completion  2 numbers may be requested per call-pay whether or not number found  2 numbers may be requested per call pay whether or not number can be found  Includes airtime, 3 numbers and call completion  Airtime and completion extra  Includes airtime and call completion  Details
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel  AT&T Wireless  Internet Options  www.switchboard.com	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75 \$0.75 No Charge	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 411 411 411 Access  Any Internet Service Provider	Includes call completion  2 numbers may be requested per call-pay whether or not number found  2 numbers may be requested per call pay whether or not number can be found  Includes airtime, 3 numbers and call completion  Airtime and completion extra  Includes airtime and call completion  Details  Address, Phone, E-mail
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel  AT&T Wireless  Internet Options	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75 \$0.75 No Charge	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 411 411 411 Access  Any Internet Service	2 numbers may be requested per call-pay whether or not number found 2 numbers may be requested per call pay whether or not number can be found Includes airtime, 3 numbers and call completion Airtime and completion extra Includes airtime and call completion  Details Address, Phone, E-mail, Directions,
AT&T  Excel  MCI  Sprint  Wireless Options  Sprint PCS  Nextel  AT&T Wireless  Internet Options  www.switchboard.com	\$1.40 \$1.15 \$1.40 \$1.10 \$0.50 \$0.75 \$0.75 No Charge	Local and Nationwide  Local and Nationwide  Local and Nationwide  Local and Nationwide  Complete the Call  Local and Nationwide  Local and Nationwide	00 or (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 (area code)-555-1212 411 411 411 Access  Any Internet Service Provider	Includes call completion  2 numbers may be requested per call-pay whether or not number found  2 numbers may be requested per call pay whether or not number can be found  Includes airtime, 3 numbers and call completion  Airtime and completion extra  Includes airtime and call completion  Details  Address, Phone, E-mail